



ROUKAIYA BIBI RUHOMALLY

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Professional Profile

Administration & Business Management professional with an aggregated **3⁺** years of experience in Business Administration, Customer care & Sales, hands-on experience in different capacities with a high level of professionalism and communication.

Core Competencies

- Sales Administration
- Business Development
- Front Office Management.
- Performance Management
- Customer Care and Service

Academic Profile

Diploma In Business Administration And Computer Literacy.

Skills

Fast Learner, IT Skills Advance MS Office, Customer Service and relationship, Communication skills, Patience, Attentive to details, Language skills, Active listening, Problem-solving, Adaptability skills, strong work ethic, Customer Satisfaction

Work Experience:

Receptionist cum Call Centre Agent- Chisty Shifa Clinic (Feb 2020- Dec 2021)

- Served patients and visitors by greeting, welcoming, and directing them appropriately.
- Answer all calls and deal with inquiries and transfer the call as required.
- Assist patients to complete all necessary forms.
- Schedule patient appointments and admissions.
- Maintains patients' accounts by updating personal and financial information.
- Contributes to team effort by accomplishing related results as needed.
- Maintain operations by following policies and procedures, reporting needed changes.
- Safeguard patient privacy and confidentiality.
- Ensure reception area is well maintained, neat and clean.
- Perform general clerical work, faxing, photocopying, scheduling appointments, and responding to emails as assigned.
- Maintain office services by organizing office operations and procedures, preparing payroll and invoices.
- Responsible for resolving patients' complaints.
- Comforts patients and builds a good relationship with them.
- Keeps patients' appointments on schedule by notifying providers of patients' arrival.
- Demonstrated a high level of customer service at all times.

Customer Relationship Management (CRM) cum Office Administrator - National

Housing Development Company Limited. (NHDC) (2018 – 2020)

- Handle walk-in Customers, generating leads and turning them into opportunities for sales.
- Contacting potential customers via telephone, email, and face to face.
- Front Office Management.
- Telecalling to do a survey
- Receive and take 45+ calls per day and respond to customers' initial complaints and queries.
- Communicate with relevant departments with a view to resolving complaints.
- Help Clients to fill out application forms.
- Interview clients by providing information about NHDC duplex houses and about it's square feet
- Arranging meetings with clients and preparing their files for committee
- Prepares and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
- Prepares Sales files & Delivery keys
- Prepare house inauguration ceremony and dispatch invitation cards for VVIP and local ministers.
- Assist sales team by managing schedules, filing important documents, and communicating relevant information
- Design, upload, extract and maintain customer databases
- Respond to complaints from customers and give after-sales support when requested.
- Coordinate with customers and assist the administrative task.

Achievements:

- Participated in inter-college competitions
- Responded to over 87 customer calls daily and solved 99% of their queries and concerns.
- Been Praised and awarded by the board of committee, managers, and supervisors for my professionalism and hard work.

Personal Profile

Marital status: Single

Nationality: Mauritian

Languages: **English, French, Creole, Hindi, and Urdu**

Visa Status: Visit visa till 10th May 2022
